

5 I claim:

1. A method for the storage and querying of social services data in a knowledge base that provides quantitative accountability for social services via a navigable user interface, comprising the steps of:

10 collecting information relating to defined social services and providers;
collecting information relating to defined customers;
collecting information relating to defined client barriers to productivity;
collecting information relating to defined customer outcomes;
incorporating said collected information into a structured relational database;
providing a graphical user interface with a plurality of single-click buttons each for
initiating a pre-determined query for allowing a user to generate a report indicating reduction of
said client barriers over time, thereby maintaining quantitative accountability for social services.

2. A method for the storage and querying of social services data in a knowledge base that
20 provides quantitative accountability for social services via a navigable user interface, comprising the steps of:

collecting information relating to defined social services and providers;
collecting information relating to defined customers;
collecting information relating to defined customer outcomes;
25 incorporating said collected information into a structured relational database;
providing a graphical user interface with a plurality of single-click buttons each for

